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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Tracy E. Thleret

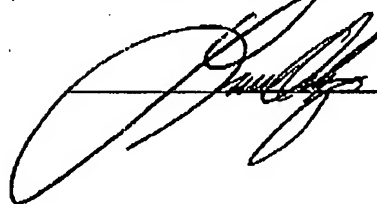
EXAMINER: Paul F. Contino

SERIAL NO.: 10/759,682

GROUP: 2114

FILED: January 16, 2004

ATTY DKT NO.: D/A2179

TITLE: APPLICATION OF LIVE MACHINE DATA TO CUSTOMER SUPPORT  
FAULT ISOLATION PROCESSESCERTIFICATE OF TRANSMISSION BY FACSIMILEPlease forward all correspondence to:Ortiz & Lopez, PLLC  
P.O. Box 4484  
Albuquerque, NM 87196-4484*I hereby certify that this correspondence is  
being transmitted to the Commissioner for  
Patents, P.O. Box 1450, Alexandria, VA  
22313-1450 by facsimile transmission  
to the following fax number **571-273-8300**  
on **September 12, 2007**.*Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-14509/12/2007  
Luis Ortiz

DO NOT ENTER: /PFC/

09/14/2007

REPLY TO OFFICE ACTION AND AMENDMENT

Dear Sir:

In response to the Office Action dated June 12, 2007 in the above captioned matter, please enter Applicants' amendments and consider the following remarks.

Applicants note that this response is to a first office action immediately following the filing of a Request for Continued Examination; therefore, the finality of the June 12, 2007 office action must be in error. Please note this error and withdraw the finality of the June 12, 2007 rejection.

Claims begin on Page 2 of this Paper.

Remarks begin on Page 7 of this Paper.

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